

# Wildfire Response: CalFresh and CalWORKs

## Questions and Answers

Please note that this Q&A is an overview of information shared during the live webcast of the wildfire response webinar on October 16, 2017. It is intended for informational purposes only. If you have specific policy questions, please refer them to Alexis Fernandez at [alexis.fernandez@dss.ca.gov](mailto:alexis.fernandez@dss.ca.gov)

Q: If a new applicant does not intend to stay in the county they're applying in and wants to return to one of the affected counties, does the CWD process the application and then ICT when they return?

A: This should be assessed on a case-by-case basis. The CWD's determination should be based on the length of time the individual/family intends to stay in the new county. If the length of stay is unknown the new county may process the application and complete an ICT when a move is reported. If the length of stay in the new county is known to be very temporary, the new county should contact the original county of residence to process the case accordingly.

Q: To clarify, no "pre-loaded" EBT cards will be used correct? D-SNAP cards will be issued if issues with the system. If no issues with the system, regular EBT card issuance will be used, correct?

A: Correct, there will be no pre-loaded cards; CWDs will issue D-CalFresh benefits on regular EBT cards. However, special D-CalFresh cards that are pre-pinned will be available in circumstances where a printer and PIN machine are not available, for example, at an off-site application center with limited connectivity.

Q: Can you get EBT data from SAWS?

A: CDSS will be working with the consortia to determine the most effective and least impactful strategy for completing D-CalFresh daily reporting requirements. More information regarding D-CalFresh reports will be shared upon D-CalFresh waiver approval.

Q: Mass replacement was approved at 60% per household impacted. For individual replacement, should we replace up to 60% of the household's monthly allotment or can we replace up to the actual household allotment level as documented in the regulations?

A: It is important to distinguish between individual and mass replacement of benefits. The mass replacement amount is determined based on a percentage of benefits assumed to have been lost (e.g. 60% represents the average percent of benefits spent on perishable foods) in addition to other relevant data. Individual replacements are determined based on the individual circumstances of the household requesting benefit replacement.

Q: Confirming that the interview requirement is face to face?

A: Correct, each D-CalFresh interview is required to be face to face. Remember, a face to face interview is not required for an individual/family requesting regular CalFresh benefits even if they have been impacted by the wildfires.

Q: How will counties outside of Napa replace EBT cards? Through the mail?

A: Households may request replacement EBT cards using the normal 1-800 number; for immediate replacement, CWDs may contact the applicant's county of residence and have the EBT card information sent to the local printer to print the card in the county where the individual/family has made the request. EBT card replacement requests for residents of Sonoma/Napa can be made using the phone numbers provided in the October 13 ACWDL.

Q: Who will be performing the QC review - County, State, or Fed?

A: Quality Control will be performed by a combination of state staff and county staff.

Q: If regular allotment issued after the fire had already started, would customer still get a replacement?

A: Yes. Replacement benefits shall be issued based on food loss, not necessarily the start date of the fire. Food loss can be attributable to several events, including power loss (4+ hours), equipment failure, home loss, etc.

Q: What are the income limits for Disaster CalFresh?

A: From [ACIN I-61-17](#):

D-SNAP Income Eligibility Standards and Allotments FY 2018 for 48 Contiguous States and the District of Columbia		
Household Size	Disaster Gross Income Limit	Maximum Allotment
1	\$1,700	\$192
2	\$2,049	\$352
3	\$2,397	\$504
4	\$2,755	\$640
5	\$3,133	\$760
6	\$3,510	\$913
7	\$3,858	\$1,009
8	\$4,207	\$1,153
Each Additional Member	+\$349	+\$144

Q: How is the Mass Replacement factored into D-CalFresh benefits for the same household?

A: Mass replacement benefits operate outside of D-CalFresh and are not factored into D-CalFresh benefits. Mass replacement replaces benefits that have already been issued to the household. If an ongoing household has received replacement benefits, mass or by individual request, they may still receive a D-CalFresh supplemental benefit (applicable only if D-CalFresh is approved). The D-CalFresh supplement will bring the household to the D-CalFresh max allotment for parity with other D-CalFresh recipients.

Q: Will counties outside of the impacted counties be able to issue D-CalFresh when residents of the impacted counties go to those CWDs?

A: Yes, D-CalFresh applications may be accepted in all 58 counties only from residents of the disaster impacted counties. A displaced individual or household (who had resided in one of the disaster impacted counties on October 8) should be able to walk into any CWD in any county throughout California and apply and potentially receive D-CalFresh benefits.

Q: When will the seven-day benefit period be?

A: TBD. CDSS will consult with disaster impacted counties and strategically select the seven-day benefit period and will then immediately relay that information to the appropriate entities.